

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2016/2017

BHR2034 – HUMAN RESOURCE MANAGEMENT

(All sections/groups)

07 March 2017
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** pages excluding cover page.
2. Answer **ALL** the questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

Each question carries 25 mark. Total 100 marks.

QUESTION 1

a. Employee orientation provides new employees with the information they need to function, ideally, though, it should also help new employees start getting emotionally attached to the firm. Identify **FOUR (4)** things that human resource department need to accomplish to orient these new employees.

(10 marks)

b. Every employee in an organization from clerk to CEO, involve in on-the-job training when he or she joins an organization. Define the concept of on-the job training. Describe the **THREE (3)** methods of on-the job training which you will initiate if you are the Human Resource Manager.

(15 marks)

(Total 25 marks)

QUESTION 2

a. Identifying the problems with retention is an important first step. List and discuss **FOUR (4)** possible ways to do this.

(10 marks)

b. Mentoring is one of the key managerial skills and focuses on relatively hard-to-reverse longer-term issues, and often touches on the person's psychology. Studies show that having a mentor can significantly enhance one's career satisfaction and success. Define the concept of mentoring and identify **FIVE (5)** requirements to be an effective mentor.

(15 marks)

(Total 25 marks)

QUESTION 3

a. Discuss the concept of Strategic Human Resource Management.

(10 marks)

b. Job analysis produces information for writing job descriptions (a list of what the job entails) and job (or "person") specifications (what kind of people to hire for the job). Identify and discuss **THREE (3)** types of information in the job analysis.

(15 marks)

(Total 25 marks)

Continued....

QUESTION 4

a. Define the concept of succession planning. Identify the steps involve in succession planning.

(10 marks)

b. Identify clearly what are the information indicated in the job offer agreement.

(15 marks)

(Total 25 marks)

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